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DANA H. BILLINGSLEY

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June 26, 2017

VIA ELECTRONIC COMMENT FILING SYSTEM

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

**RE: WC Docket No. 14-58
2017 ETC Annual Report of New Hope Telephone Cooperative, Inc.
Study Area Code 250308**

Dear Ms. Dortch:

In conjunction with the annual reporting requirements of 47 C.F.R. §§ 54.313 and 54.422, New Hope Telephone Cooperative, Inc. ("New Hope"), an Alabama rate of return carrier and a recipient of high cost support, respectfully submits the enclosed redacted version of the FCC Form 481 ETC annual reporting information for public inspection. New Hope seeks confidential treatment under Protective Order for Section 54.313(f)(2) financial information, as specified in the FCC's Protective Order in *Connect America Fund, et al.*, WC Docket Nos. 10-90 and 14-58, DA 16-296, rel. March 22, 2016 (the "Protective Order"). As required under the Protective Order, New Hope has also submitted a non-redacted version of this filing containing the confidential financial information to the Commission this same date.

Questions regarding this matter should be addressed to us at the telephone number shown above.

Very Truly Yours,

WILKERSON & BRYAN, P.C.



Dana H. Billingsley
Attorney for New Hope Telephone Cooperative, Inc.

Enclosure

cc: Jim Cook, General Manager

REDACTED FOR PUBLIC INSPECTION

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Tammy Weeks
<035>	Contact Telephone Number: Number of the person Identified In data line <030>	2567234211 ext.
<039>	Contact Email Address: Email of the person identified In data line <030>	tammyw@nehp.net
Form Type		54.313 and 54.422

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(300) Unfulfilled Service Request
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lannyw@nehp.net

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

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(400) Number of Complaints per 1,000 customers
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250108
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2547234233 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy@nshcp.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	BEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Meeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy@nehp.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		510-250308a1510-1.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL. COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tanny Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567214211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tanny@noelp.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	610-250308a1610-1.pdf

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<010>	Study Area Code	25030#
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	201#
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy@nehp.net
<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<038>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nchp.net

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(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL. COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Tammyw@nebpc.net
<810>	Reporting Carrier	New Hope Telephone Cooperative, Inc.
<811>	Holding Company	New Hope Telephone Cooperative, Inc. (AL)
<812>	Operating Company	New Hope Telephone Cooperative, Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No.: 3060-0986/OMB Control No.: 3060-0819 July 2013
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<010> Study Area Code	250308
<015> Study Area Name	NEW HOPE TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Tammy Neeka
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

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(1000) Voice and Broadband Service Rate Comparability Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	250306
<015> Study Area Name	HEM HOPE TEL COOP
<020> Program Year	2010
<030> Contact Name - Person USAC should contact regarding this data	Tanya WeeK#
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tanyaweehp.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

Page 11

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tanny Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tanny@trhp.net

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Henke
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://nhc.coop/products-and-services/phone/lifeline-assistance/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013
<010> Study Area Code	250308	
<015> Study Area Name	NEW HOPE TEL COOP	
<020> Program Year	2018	
<030> Contact Name - Person USAC should contact regarding this data	Tammy Weeks	
<035> Contact Telephone Number - Number of person identified in data line <030>	2547214211 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	Tammyw@nchp.net	

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.		
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.		
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.		
<2024A>	Round 2 Recipient of Incremental Support?		
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 2 Recipient of Incremental Support?		
<2025B>	Attach geocoded information for Phase I milestone reports (Round 2 for year three) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		

(2005) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan
Carrier certifies to 54.313(f)(1)(iii)

Yes - Attach Certification

(3010A) Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i))

(3010B) Please Provide Attachment

Name of Attached Document Listing Required Information

250308a13010b.pdf

(3012A) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

No - No New Community Anchors

(3012B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

☒ ☐

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☒ ☐

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☒

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

3017-250308a13017.pdf

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☐ ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

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(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMS Control No. 3060-0986/OMS Control No. 5050-0819
	July 2013

<010> Study Area Code	250308
<015> Study Area Name	NEW HOPE TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tammy@newhp.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

Name of Attached Document Listing Required Information

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(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	HEM HOVE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tanny Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2547234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tannyw@nehp.net

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	250308
<015> Study Area Name	NEW HOPE TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NEW HOPE TEL COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/22/2017
Printed name of Authorized Officer: James Cook	
Title or position of Authorized Officer: General Manager	
Telephone number of Authorized Officer: 2567234211 ext.	
Study Area Code of Reporting Carrier: 250308	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or Imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	250308
<015> Study Area Name	NEW HOPE TEL COOP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED FOR PUBLIC INSPECTION

Attachments

REDACTED FOR PUBLIC INSPECTION

<p>(700) Price Offerings Including Voice Rate Data Data Collection Form</p>	<p>FCC Form 481 OMB Control No. 3060-0886/OMB Control No. 3060-0819 July 2013</p>
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<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tommy Weeka
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tommy@newhp.net

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

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(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nhcp.net

[illegible]

New Hope Telephone Cooperative, Inc.

Demonstration of Complying With Applicable Service Quality Standards and Consumer Protection Rules

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

New Hope Telephone Cooperative, Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Alabama Public Service Commission’s Rules and Regulations, Telephone Rules, Rule T-12, Filing of Telephone Tariffs and The Code of Alabama 1975 Section 37-1-81, which disclose rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers which require adherence to

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

minimum service standards as identified in the Alabama Public Service Commission's Rules and Regulations, Telephone Rules, Rule T-21, protection against cramming and other deceptive practices as identified in Rule T-16(C)(11); (3) truth-in-billing requirements as identified in Rule T-16; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company offers the following as examples of how it meets the service quality and consumer protection requirements. Company maintains and updates appropriate tariffs with all rates, terms and conditions on file with the Alabama Public Service Commission and maintains a copy of such tariff for public inspection at Company offices. Company also sends all required bill messages and/or customer notifications, including but not limited to, do-not call list, cramming, truth-in billing, Low Income Support/Lifeline, etc. Company also maintains a CPNI Manual and Red Flag Manual. The Company also provides trouble reports to the Alabama Public Service Commission. The Company furthermore will comply with all requirements set forth in the 2015 Open Internet Order when it becomes effective.

New Hope Telephone Cooperative, Inc.
Ability to Function in Emergency Situations for Voice and Broadband

New Hope Telephone Cooperative, Inc. hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Alabama Public Service Commission Rules and Regulations, Telephone Rules. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office(s) that have twenty-four (24) hour maintenance coverage or have an automatic start engine alternator can provide a minimum of three (3) hours of battery reserve in accordance with the Alabama Public Service Commission Rules and Regulations, Telephone Rules, Rule T-21(L)(2). All other central office(s), as and if applicable, have a minimum of eight (8) hours of battery reserve In accordance

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

with Rule T-21(L)(2). Company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

New Hope Telephone Cooperative, Inc. (SAC 250308)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

New Hope Telephone Cooperative, Inc. hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, the Company offers broadband service at the highest available speed.

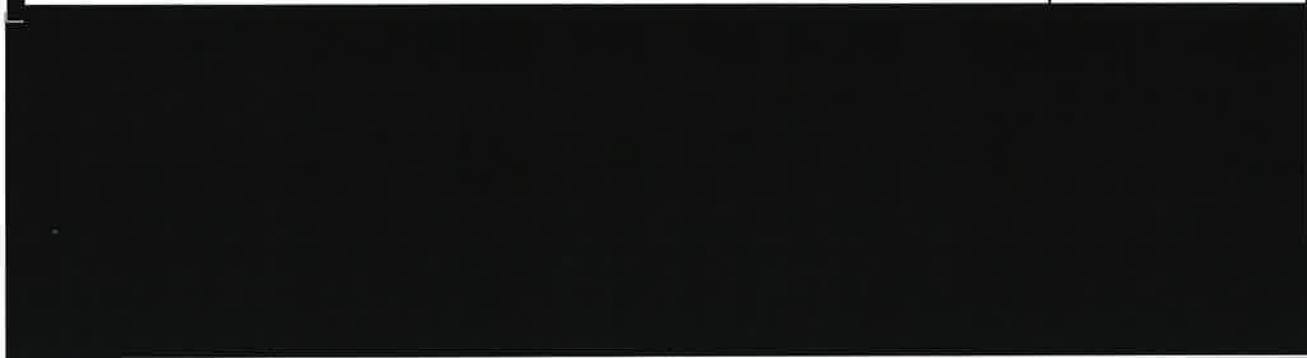
According to the Paperwork Reduction Act of 1995, agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.





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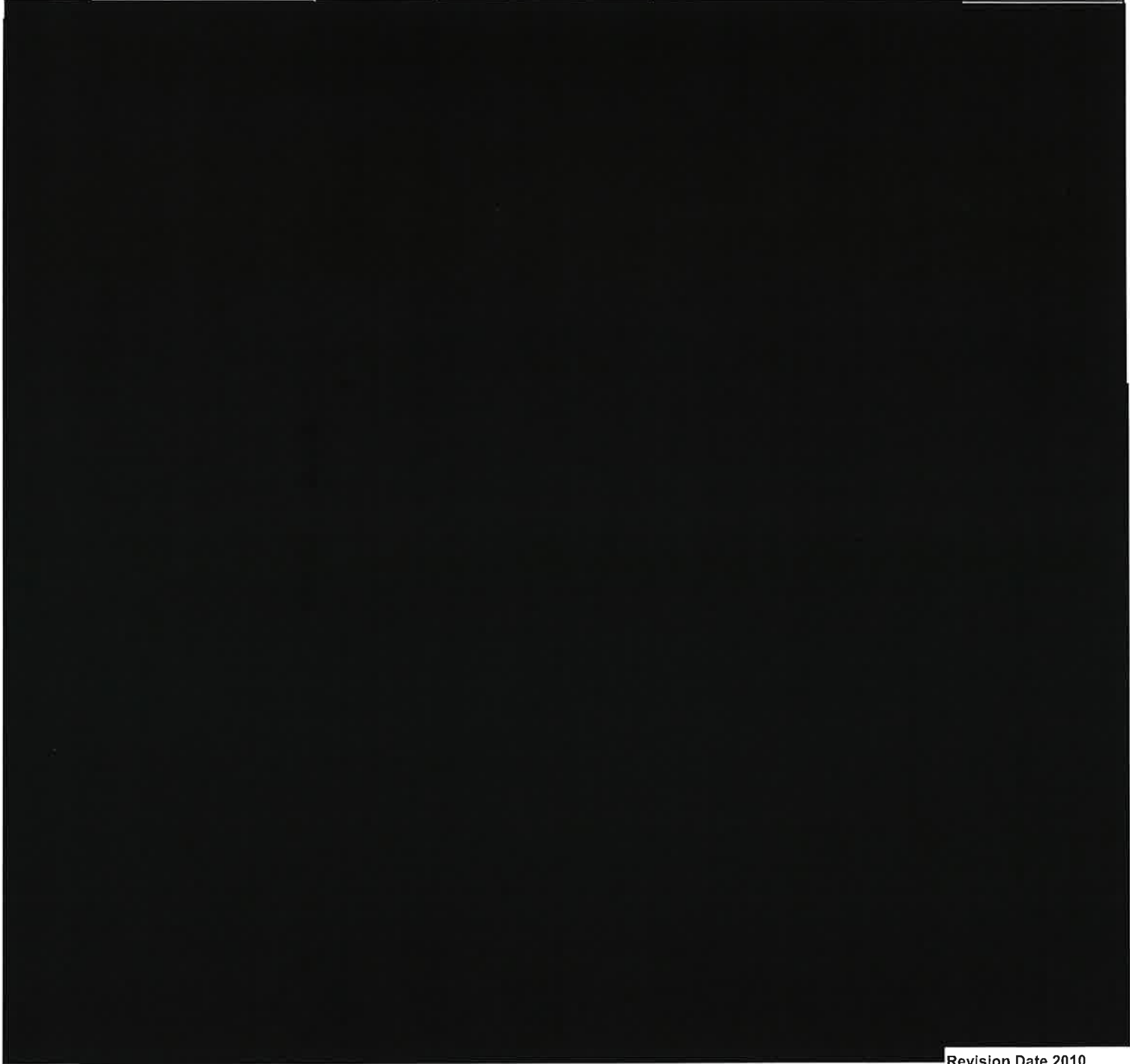
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<p>NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	
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<p>CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	

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